



# Enterprise Invoice Management/ Enterprise Service Management Pilot Training Update



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## EIM/ESM Mission Statement

The Executive Office of Health and Human Services is implementing a web-based invoice and service management system (EIM/ESM) during state fiscal year 2007.

EIM/ESM is a single point of management for invoicing and contracting activity between EOHHS agencies and POS providers. In addition to streamlining invoicing and reporting processes, EIM/ESM provides a central repository of information on all POS expenditures and service delivery.

In addition, EIM/ESM provides intake and service delivery management features for the Department of Public Health and its providers.

EIM/ESM will eventually support approximately 5000 users, processing invoices totaling \$2.1B each year.

## Contact Us

POS.EIM-  
ESM@massmail.state.ma.us

## Helpful Links

EIM/ESM Documents and  
Newsletters

[EOHHS Provider Home Page](#)

## Training is Underway!

EIM/ESM pilot training is now underway! Based on all accounts, the first sessions were a great success.

During the week of April 3, 2006, training sessions were held for all pilot programs -- Women's Health Network (WHN), Bureau of Substance Abuse Services (BSAS), and Department of Mental Health (DMH).

Training took place at DMH's South End facility, 1 Ashburton Place in Boston, and Bay State Medical Center in Springfield.

Agencies and providers logged into the system to practice navigating, entering clients, as well as creating and processing invoices and claims.

"Providers were excited to have the hands-on practice of following a client from start to finish," said a trainer for DPH.

"It is great to be in the system and doing work," commented one attendee. "Everything seems pretty easy to follow."

As training continues across the state, we will continue to refine our training program to make it even better.

## Trainings the Week of April 3, 2006

- **April 3 - DMH Provider Training, Boston** - Focused on logging into the system, navigating, as well as creating invoices and Service Delivery Reports
- **April 4 - WHN Agency Training, Boston** - Focused on the business process changes ESM/EIM will bring to the WHN program at DPH
- **April 5 -7 WHN Provider Training, Springfield** - Focused on creating clients, assigning services, and creating assessments, invoices, and claims for WHN Providers

## Upcoming Trainings

- **BSAS Provider Training** - Taunton and Northampton
- **DMH Provider Training** - Westborough

## Suggestions and Comments

If there is a topic you'd like to see covered in an upcoming newsletter, please let us know: [POS.EIM-ESM@massmail.state.ma.us](mailto:POS.EIM-ESM@massmail.state.ma.us)